

# Headquarters Troubleshooting Guide

Not all potential questions can be anticipated in this guide, but the following is a good cross-section of questions and who would be able to give you an answer. The faster answer will come from the person directly performing the job. Emails, phone calls, letters and faxes will be directed to the person addressed.

Questions relating to:	Contact:
Address changes, club inquiries; Membership Status Reporting Form; inquiries on individual members and/or address changes	Membership Services Coordinator
Club incorporation; Liability or Directors' & Officers' insurance inquiries or requests for forms, Annual Insurance Update Information	Risk Management Coordinator
Donations (HREF, Nat. Disaster, Foundation, etc.)	Office Manager
Education and Training Inquires or Requests for Materials	Administrative Assistant
Hal Rogers Fellow Award	Office Manager
Information on public relations / Help with media relations	Marketing Coordinator
Requests for Membership Promotional Materials (i.e.: brochures, rack cards, etc.)	Communications Coordinator
Inquiries on life membership, including committees, approvals or kits	Membership Services Coordinator
Inquiries or correspondence not covered above	Membership Services Coordinator
Installation certificates	Administrative Assistant
Kin Canada Bursaries / Hal Rogers Endowment Fund	Administrative Assistant
KIN Magazine, including subscription inquiries	Marketing Coordinator
Membership fees / dues billing inquiries	Office Manager
National conventions	Member Relations Coordinator
National or personal award inquiries	Member Relations Coordinator
New Members Registration Kits	Membership Services Coordinator
Club's permission to use Kin Canada Crest	Marketing Coordinator
Request for information on Kin Canada's website registration	Communications Coordinator
Requests for email addresses, mass emailing, mailing labels	Membership Services Coordinator
Requests for information on clubs charter or disbandment	Membership Services Coordinator
Requests for name badge attachments, replacement badges, etc.	Administrative Assistant